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Cisco Learning Credits

How to Request for Reissue



Last Updated: 11/29/2016

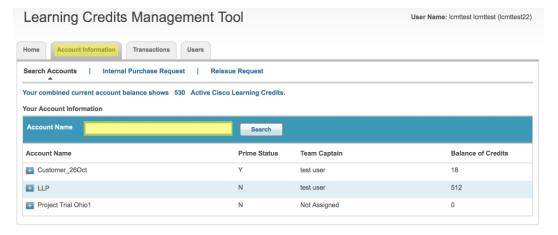
Cisco Learning Credits, as a payment method, offer partners and customers the unrivaled ability to purchase, redeem and manage authorized training from Cisco and Cisco Learning Partners. Each Cisco Learning Credit has a face value of \$100 USD and expires one year after the activation date. Upon expiration, customer can submit a request for reissue of six months with detailed training plan for the unused credits. Please see the Cisco Learning Credits Program Reissue Policy for details.

Note: Only Cisco Account Managers (AM), Team Captain (TC), and Team Players (TP) who have access to the account on the Learning Credits Management Tool (LCMT) will have access to the below function.

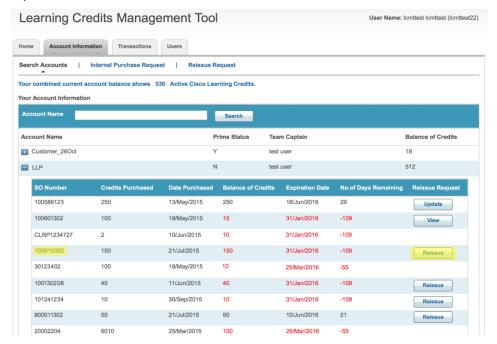
Request for Reissue Steps:

- 1. Access the Learning Credits Management Tool (TC/TP) or Learning Credits Management Tool (AM)
- 2. Click the Account Information tab

Note: If you have many accounts, you can simply do a search on Account Name



3. Expand the Account Name that contains the Sales Order needed for extension



4. Click "Reissue"

Note: Eligible Sales Order numbers will have this button. See Cisco Learning Credits Program Reissue Policy.

5. Read and Accept the Terms and Condition

Note: Declination will cancel your request for reissue

Please read and accept this on-line agreement to proceed with Reissue request.

Terms and Conditions

By clicking the "Accept" button, you confirm that you have read and agreed to the Cisco Learning Credits Reissue Policy and the following terms.

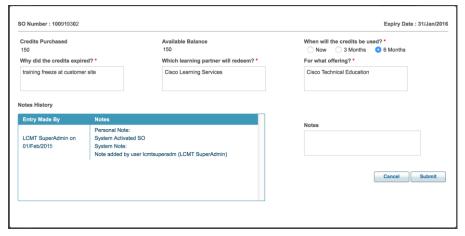
Learning Credits will only be reissued for six months. No further reissue will be granted.

Request is subject to review and approval from Learning Credits Program Manager and Finance.

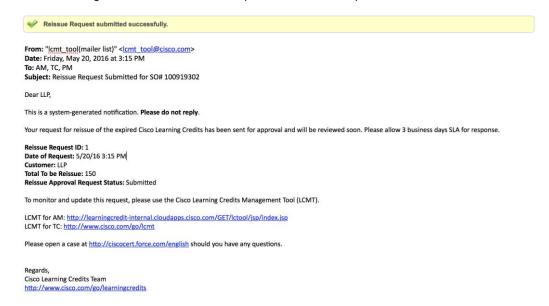
Will provide sufficient information for approval. Of particular importance is the name of the Learning Partner with who you are working, and the courses or technology for which you have crated or are creating a training plan.

Upon submission, you will receive an acknowledgement of receipt along with Reissue Request ID for your reference. You will have response within 3 business days.

6. Fill out all required fields with red stars *



7. Click "Submit". You will receive a success message and a system notification email will be sent to the Cisco Account Manager and Customer Team Captain with reissue request ID.

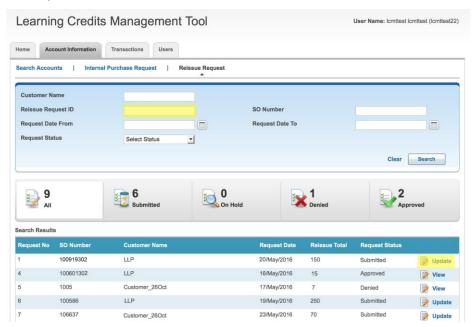


8. DONE. Wait for request approval or next step. Please give 3 business days SLA for response.

Update Submitted or On-Hold Reissue Request:

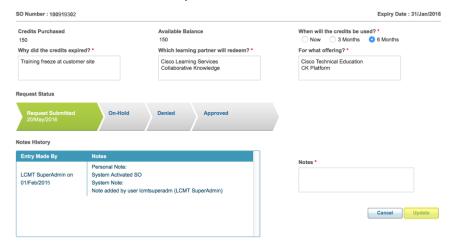
In the event that you need to update your request for reissue to include more information, you may do so in two places. Follow the above steps to locate "Update" button or follow below steps:

- 1. Access the Learning Credits Management Tool (TC/TP) or Learning Credits Management Tool (AM)
- 2. View Account Information tab and click on "Reissue Request"
- 3. User the search function or the status ribbon to locate your request
- 4. Click "Update"



5. Update necessary fields and click "Update". A system notification email will be sent to the Cisco Account Manager and Customer Team Captain for this update.

Note: Click "Cancel" to cancel update.



Button & Approval Status Definition:

Reissue: Reissue

Indicates that a Sales Order number is eligible for reissues and able to proceed with reissue process

View: View

Indicates that your request is completed and you may view the details and result. Approval status of "Approved" or "Denied"

Update: Update

Indicates that your request is in progress and you may edit to add more details. Approval status of "Submitted" or "On-Hold"

Submitted:



Your request is submitted and pending review. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

On-Hold:



Your request has been reviewed and need more detail for it to be approved. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

Denied:



Your request is denied. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

Approved:



Your request is approved. A system notification email will be sent to the Cisco Account Manager and Customer Team Captain.

Additional Information and Resources

• Cisco Learning Credits

http://www.cisco.com/go/learningcredits

· Cisco Learning Credits Reissue Policy

http://www.cisco.com/c/dam/en_us/training-ev ents/learning-credits/docs/clc_reissue_policy.pdf

Learning Credits Management Tool – Cisco Account Manager

http://wwwin-tools.cisco.com/GET/lctool/jsp/index.jsp

Learning Credits Management Tool – Customer Team Captain and Team Players

www.cisco.com/go/lcmt

Case Management Support Tool

http://ciscocert.force.com/english

All Cisco Learning Credits support requests and inquires must go through the Case Management Support Tool. You may email <u>clc_case_support@external.cisco.com</u> to generate a case on your behalf on the Case management support Tool.

You may also open a case directly on the Case Management Support Tool at http://ciscocert.force.com/english or call 1-800-553-6387 Option 4, Option 1 (for US/CAN)

International for phone support:

http://www.cisco.com/cisco/web/siteassets/contacts Choose your country under certification support phone numbers listing and use Option 4, Option 1

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